



Crown
Commercial
Service

**AWARD QUESTIONNAIRE RESPONSE GUIDANCE AND EVALUATION AND MARKING
SCHEME (PHASE 2)**

MANAGEMENT CONSULTANCY

REFERENCE NUMBER

RM3745

ATTACHMENT 4

AWARD QUESTIONNAIRE RESPONSE GUIDANCE, EVALUATION AND MARKING SCHEME

1 INTRODUCTION

- 1.1 This document provides an overview of the methodology which will be adopted by the Authority to evaluate your response to each question set out within the Award Questionnaire. It also sets out the Marking Scheme which will apply. For the avoidance of doubt, references to “you” in this document shall be references to the Potential Provider.
- 1.2 The defined terms used in the ITT document (Attachment 1) shall apply to this document.

2 OVERVIEW

- 2.1 The Award Questionnaire is broken down into the following sections:
 - SECTION A – MANDATORY REQUIREMENTS
 - SECTION F – SCORED QUESTIONS LOTS 4 - 8
 - SECTION G – SCORED QUESTIONS LOT 4
 - SECTION H – SCORED QUESTIONS LOT 5
 - SECTION I – SCORED QUESTIONS LOT 6
 - SECTION J – SCORED QUESTIONS LOT 7
 - SECTION K – SCORED QUESTIONS LOT 8
- 2.2 If you fail to provide a response to any applicable question of the Award Questionnaire, your Tender may be deemed to be non-compliant. If a Tender is deemed to be non-compliant, the Tender will be rejected and excluded from further participation in this Procurement.
- 2.3 A summary of all the questions contained within the Award Questionnaire, along with the Marking Scheme and Maximum Score Available for each question is set out below:

Section		Marking Scheme	Weighted Score Available
SECTION A – MANDATORY QUESTIONS FOR ALL LOTS			
AQA1	Mandatory Requirements	Pass/Fail	N/A
SECTION F – SCORED LOT SPECIFIC QUESTIONS LOTS 4 - 8			
AQF1	Lessons Learned and Continuous Improvement	100/66/33/0	50
SECTION G – SCORED LOT SPECIFIC QUESTION LOT 4 HR			
AQG1	Lot 4 – HR Advice and Assurance	100/66/33/0	50
SECTION H – SCORED MANDATORY QUESTION LOT 5 HEALTH AND COMMUNITY			
AQH1	Lot 5 – Health and Community Advice and Assurance	100/66/33/0	50
SECTION I – SCORED MANDATORY QUESTION LOT 6 EDUCATION			
AQI1	Lot 6 – Education Advice and Assurance	100/66/33/0	50
SECTION J – SCORED MANDATORY QUESTION LOT 7 INFRASTRUCTURE ADVICE			
AQJ1	Lot 7 – Infrastructure Advice and Assurance	100/66/33/0	50
SECTION K – SCORED MANDATORY QUESTION LOT 8 ICT AND DIGITAL			
AQK1	Lot 8 - ICT and Digital Advice and Assurance	100/66/33/0	50

SECTION A – MANDATORY QUESTIONS

AQA1 COMPLIANCE WITH FRAMEWORK AGREEMENT SCHEDULE 2: SERVICES AND KEY PERFORMANCE INDICATORS PART A: SERVICES

Please indicate by selecting either option **YES** or **NO**, that in the event you are awarded a place on the Framework Agreement, whether you will or will not, unreservedly deliver in full, all the Mandatory Service requirements as set out in Paragraph 3 Attachment 5b - Framework Schedule 2 (Services and Key Performance Indicators).

YES - You will, unreservedly deliver in full, all the mandatory Service requirements as set out in Paragraph 3 Attachment 5b - Framework Schedule 2 (Services and Key Performance Indicators).

NO - You will not, or cannot, deliver in full, all the mandatory Service requirements as set out in Paragraph 3 Attachment 5b - Framework Schedule 2 (Services and Key Performance Indicators).

AQA1 Response Guidance

This is a PASS/FAIL question. If you cannot or are unwilling to select YES to this question, you will be disqualified from further participation in this Procurement.

You are required to select either option **YES** or **NO** from the drop down list associated with this question.

Providing a **YES** response means the Potential Provider will, unreservedly deliver in full, all the mandatory Service requirements as set out in Paragraph 3 Attachment 5b - Framework Schedule 2 (Services and Key Performance Indicators).

If the Potential Provider selects **NO** (or does not answer the question) to indicate that they will not, or cannot, deliver in full, all the mandatory Service requirements as set out in Paragraph 3 Attachment 5b - Framework Schedule 2 (Services and Key Performance Indicators), then the Potential Provider will be disqualified from further participation in this Procurement.

Marking Scheme	Evaluation Guidance
PASS	The Potential Provider has confirmed that they will, unreservedly deliver in full, all the mandatory Service requirements as set out in Paragraph 3 Attachment 5b - Framework Schedule 2 (Services and Key Performance Indicators).
FAIL	The Potential Provider has confirmed that they will not, or cannot, deliver in full, all the mandatory Service requirements as set out in Paragraph 3 Attachment 5b - Framework Schedule 2 (Services and Key Performance Indicators). OR The Potential Provider has not selected either YES or NO .

SECTION F - SCORED LOT SPECIFIC QUESTIONS FOR LOTS 4, 5, 6, 7, 8

AQF1 Lessons Learned and Continuous Improvement

REQUIREMENT: The Authority requires the Potential Provider to demonstrate how they will ensure that lessons learned and continuous improvement take place throughout the lifetime of each Call Off Contract as per Paragraph 3.4 of Attachment 5b - Framework Schedule 2 (Services and Key Performance Indicators).

Please provide details of how you will ensure that lessons learned and continuous improvement take place by addressing component parts a) to c) contained in the Response Guidance below.

Maximum character count – 8192 character including spaces and punctuation

AQF1 Response Guidance

All Potential Providers submitting a tender for Lots 4, 5, 6, 7 and 8 must answer these questions.

You must insert your response into the text fields in the e-Sourcing Suite.

Your response must clearly demonstrate your approach to ensure that lessons learned and continuous improvement take place, the Potential Provider shall clearly:

- a) Describe how you shall adopt a pro-active approach to identifying initiatives for continuous improvement associated with the provision of the Service.
- b) Demonstrate how potential improvements and innovative ways of working will be presented and communicated to the Contracting Authority.
- c) Describe the process you will have in place to capture the lessons learned identified during Project delivery and how you will present and communicate these to Contracting Authorities.

Your response should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.

Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response fully addresses all 3 of the component parts (a to c) of the response guidance above
66	The Potential Provider's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above

33	The Potential Provider's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above
0	The Potential Provider's response has not fully addressed any of the 3 Component parts (a to c) of the response guidance above. OR A response has not been provided to this question

SECTION G - SCORED LOT SPECIFIC QUESTIONS LOT 4

AQG1 HR ADVICE AND ASSURANCE

REQUIREMENT: The Authority requires the Potential Provider to demonstrate their approach to provision of HR Advice and Assurance within the scope of paragraph 2.4.4 of Attachment 5b – Framework Schedule 2 (Services and Key Performance Indicators) throughout the lifetime of the Framework Agreement.

Please provide details of your approach to the provision of HR Advice and Assurance by addressing component parts a) to c) contained in the Response Guidance below.

Maximum character count – 8192 character including spaces and punctuation

AQG1 Response Guidance

All Potential Providers submitting a tender for Lot 4 must answer these questions.

You must insert your response into the text fields in the e-Sourcing Suite.

Your response must clearly demonstrate your approach to HR Advice and Assurance, addressing component parts a) to c) contained in the Response Guidance below, the Potential Provider shall clearly:

- a) Describe how you would scope, plan and identify the skills available to your organisation to deliver projects, which must demonstrate a minimum of 4 specialisms detailed in paragraph 9 of Attachment 5b – Framework Schedule 2 (Services and Key Performance Indicators). Your response should include the processes and systems you will have in place to ensure costs are managed appropriately as per Paragraph 3.8 of Attachment 5b – Framework Schedule 2 (Services and Key Performance Indicators).
- b) Demonstrate the process you will have in place when working on a Contracting Authority Call Off Contract to ensure regular, consistent communications with employees, contracting authorities and trade unions.
- c) Demonstrate the process you will have in place when working on a Contracting Authority Call Off Contract to identify key internal and external stakeholders and detail the communications you will have once identified.

Your response should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.

Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response fully addresses all 3 of the component parts (a to c) of the response guidance above
66	The Potential Provider's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above
33	The Potential Provider's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above
0	The Potential Provider's response has not fully addressed any of the 3 Component parts (a to c) of the response guidance above. OR A response has not been provided to this question

SECTION H - SCORED LOT SPECIFIC QUESTIONS LOT 5

AQH1 HEALTH AND COMMUNITY ADVICE AND ASSURANCE

REQUIREMENT: The Authority requires the Potential Provider to demonstrate their approach to provision of Health and Community Advice and Assurance as per paragraph 2.4.5 throughout the lifetime of the Framework Agreement.

Please provide details of your approach to Health and Community Advice and Assurance by addressing component parts a) to c) contained in the Response Guidance below.

Maximum character count – 8192 character including spaces and punctuation

AQH1 Response Guidance

All Potential Providers submitting a tender for Lot 5 must answer these questions.

You must insert your response into the text fields in the e-Sourcing Suite.

Your response must clearly demonstrate your approach to Health and Community Advice and Assurance by addressing the component parts a to c contained in the response guidance below, the Potential Provider shall clearly:

- a) Describe how you would scope, plan and identify the skills available to your organisation to deliver projects, which must demonstrate a minimum of 5 specialisms detailed in paragraph 10 of Attachment 5b – Framework Schedule 2 (Services and Key Performance Indicators). Your response should include the processes and systems you will have in place to ensure costs are managed appropriately as per Paragraph 3.8 of Attachment 5b – Framework Schedule 2 (Services and Key Performance Indicators).
- b) Demonstrate the processes you will have in place to ensure all staff conform to ongoing data security and patient confidentiality requirements in the performance of this Framework Agreement. Your response should include any remedial actions you would take should any contraventions in security be identified or reported by any Contracting Authority.
- c) Demonstrate the process you will have in place to ensure you keep up to date with all policy changes which can be found at:

<https://www.gov.uk/government/policies?organisations%5B%5D=department-of-health>

and how you would support the implementation of these changes with the Contracting Authority.

Your response should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.

Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response fully addresses all 3 of the component parts (a to c) of the response guidance above
66	The Potential Provider's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above
33	The Potential Provider's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above
0	<p>The Potential Provider's response has not fully addressed any of the 3 Component parts (a to c) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question</p>

SECTION I - SCORED LOT SPECIFIC QUESTIONS LOT 6

AQ11 EDUCATION ADVICE AND ASSURANCE

REQUIREMENT: The Authority requires the Potential Provider to demonstrate their approach to provision of Education Advice and Assurance within the scope of paragraph 2.4.6 of Attachment 5b – Framework Schedule 2 (Services and Key Performance Indicators) throughout the lifetime of the Framework Agreement.

Please provide details how your approach to Education Advice and Assurance by addressing component parts a) to c) contained in the Response Guidance below.

Maximum character count – 8192 character including spaces and punctuation

AQ11 Response Guidance

All Potential Providers submitting a tender for Lot 6 must answer these questions.

You must insert your response into the text fields in the e-Sourcing Suite.

Your response must clearly demonstrate your approach to Education Advice and Assurance, addressing component parts a) to c) contained in the Response Guidance below, the Potential Provider shall clearly:

- a) Describe how you would scope, plan and identify the skills available to your organisation to deliver projects, which must demonstrate a minimum of 5 specialisms detailed in paragraph 11 of Attachment 5b – Framework Schedule 2 (Services and Key Performance Indicators). Your response should include the processes and systems you will have in place to ensure costs are managed appropriately as per Paragraph 3.8 of Attachment 5b – Framework Schedule 2 (Services and Key Performance Indicators).
- b) Demonstrate the processes you have in place to ensure all staff conform to all ongoing data security and confidentiality requirements to ensure the integrity of your staff in the performance of this Framework Agreement. Your response should include any remedial actions you would take should any contraventions in security be identified or reported.
- c) Demonstrate the process you will have in place to ensure you keep up to date with all policy changes which can be found at:

<https://www.gov.uk/government/policies?keywords=&organisations%5B%5D=department-for-education>

and how you would support the implementation of these changes with the Contracting Authority.

Your response should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.

Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response fully addresses all 3 of the component parts (a to c) of the response guidance above
66	The Potential Provider's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above
33	The Potential Provider's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above
0	<p>The Potential Provider's response has not fully addressed any of the 4 Component parts (a to c) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question</p>

SECTION J - SCORED LOT SPECIFIC QUESTIONS LOT 7	
AQJ1 INFRASTRUCTURE ADVICE AND ASSURANCE	
<p>REQUIREMENT: The Authority requires the Potential Provider to demonstrate their approach to the provision of Infrastructure Advice and Assurance within the scope of paragraph 2.4.7 of Attachment 5b – Framework Schedule 2 (Services and Key Performance Indicators) throughout the lifetime of the Call Off Contracts.</p> <p>Please provide details how you will approach to Infrastructure Advice and Assurance by addressing component parts a) to c) contained in the Response Guidance below.</p> <p>Maximum character count – 8192 character including spaces and punctuation</p>	
<p>AQJ1 Response Guidance</p> <p>All Potential Providers submitting a tender for Lot 7 must answer these questions.</p> <p>You must insert your response into the text fields in the e-Sourcing Suite.</p> <p>Your response must clearly demonstrate your approach to Infrastructure Advice and Assurance addressing component parts a) to c) contained in the Response Guidance below. Your response must clearly:</p> <ul style="list-style-type: none"> a) Describe how you would scope, plan and identify the skills available to your organisation to deliver projects, which must demonstrate a minimum of 3 specialisms detailed in paragraph 13 of Attachment 5b – Framework Schedule 2 (Services and Key Performance Indicators). Your response should include the processes and systems you will have in place to ensure costs are managed appropriately as per Paragraph 3.8 of Attachment 5b – Framework Schedule 2 (Services and Key Performance Indicators). b) Demonstrate the process you will have in place to ensure regular, consistent communications with Central Government Departments, the Wider Public Sector and the media. c) Demonstrate the process you will have in place to identify key internal and external stakeholders and detail the communications you will have once identified. <p>Your response should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.</p> <p>Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.</p> <p>Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.</p>	
Marking Scheme	Evaluation Guidance

100	The Potential Provider's response fully addresses all 3 of the component parts (a to c) of the response guidance above
66	The Potential Provider's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above
33	The Potential Provider's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above
0	The Potential Provider's response has not fully addressed any of the 3 Component parts (a to c) of the response guidance above. OR A response has not been provided to this question

SECTION K - SCORED LOT SPECIFIC QUESTIONS LOT 8

AQK1 ICT AND DIGITAL ADVICE AND ASSURANCE

REQUIREMENT: The Authority requires the Potential Provider to demonstrate their approach to the provision of ICT and digital Advice and Assurance within the scope of paragraph 2.4.8 of Attachment 5b – Framework Schedule 2 (Services and Key Performance Indicators) throughout the lifetime of the Framework Agreement and Call Off Contracts.

Please provide details how you will approach ICT and Digital Advice and Assurance by addressing component parts a) to c) contained in the Response Guidance below.

Maximum character count – 8192 character including spaces and punctuation

AQK1 Response Guidance

All Potential Providers submitting a tender for Lot 8 must answer these questions.

You must insert your response into the text fields in the e-Sourcing Suite.

Your response must clearly demonstrate your approach to ICT and Digital Advice and Assurance. Your response must clearly:

- a) Describe how you would scope, plan and identify the skills available to your organisation to deliver projects, which must demonstrate a minimum of 3 specialisms detailed in paragraph 13 of Attachment 5b – Framework Schedule 2 (Services and Key Performance Indicators). Your response should include the processes and systems you will have in place to ensure costs are managed appropriately as per paragraph 3.8 of Attachment 5b – Framework Schedule 2 (Services and Key Performance Indicators).
- b) Demonstrate the process you will have in place to ensure you keep up to date with new products and services.
- c) Demonstrate the process you will have in place to advise Contracting Authorities on the implementation of new ICT and Digital systems.

Your response should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.

Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

Marking Scheme	Evaluation Guidance
100	The Potential Provider’s response fully addresses all 3 of the component parts (a to c) of the response guidance above

66	The Potential Provider's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above
33	The Potential Provider's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above
0	The Potential Provider's response has not fully addressed any of the 3 Component parts (a to c) of the response guidance above. OR A response has not been provided to this question